



# 106<sup>th</sup> Signal Brigade

The Army's Cyber Force  
Operating and Defending the Army's Network  
Enterprise

**FOUO**

**Date 06/12/2014**

## NETOPS Bulletin

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### Army Mobility (Devices and Services)

***"Mobility becomes an operational capability offered to the DoD enterprise as a subscription service."***

from: <http://www.disa.mil/Services/Enterprise-Services/Mobility>

References : **ALARACT 156/2014**

See references in ALARACT above

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1. ALARACT 156/2014 sent with this bulletin announces that Army organizations may now use approved mobile devices. Approved devices are listed at: <http://www.disa.mil/Services/Enterprise-Services/Mobility/Devices-and-Wireless-Service>  
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  2. Additionally, please be advised that the Army Telecommunications Division (ATD) will serve as the Army organizational entity that provides quotes for devices and cellular services for Army organizations.
  3. Further, the mobile provisioning process does not involve the NECs; Army organizations will order devices and services using quotes obtained through ATD. DISA will bill organizations directly for the Mobile Device Management/Mobile Application Store (MDM/MAS) service. Nonetheless this bulletin is offered for your situational awareness.
  4. The following is a brief, high-level summary of the steps involved in the Army mobile devices and service provisioning process:
    - a) The Telecommunications Certifying Officer (TCO) for the organization obtains user requirements as identified in the attached email from ATD.
    - b) The TCO coordinates internally with the organization's G8 to obtain a Program Designator Code (PDC) for DISA billing. (Organizations each have their own procedures for this coordination effort, but the bottom line is that planning and budgeting for Mobility Infrastructure Service (MDM/MAS) billing, and for the purchase of mobile devices and cellular service is necessary.)

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- c) If an organization will be using mobility for the first time, its TCO contacts DISA through:  
[disa.meade.cae.mbx.dod-mobility-outreach-team@mail.mil](mailto:disa.meade.cae.mbx.dod-mobility-outreach-team@mail.mil), and DISA will coordinate with the organization to generate a Joint Task Order (FRAGO) for organization signature.

DISA POCs at the email address above will provide detailed guidance for the steps involved in completing the provisioning of DoD Mobility Infrastructure Service, and will assign a Customer Account Manager (CAM) to the organization.

In addition to providing guidance and direction, DISA will direct the TCO to the Mobility User Corner website for further forms/templates:  
(use email cert): [https://east1.deps.mil/disa/cop/dod\\_mobility/SitePages/UserCornerHome.aspx](https://east1.deps.mil/disa/cop/dod_mobility/SitePages/UserCornerHome.aspx)

- d) To obtain quotes for budgeting and contracting of devices and cellular services, the TCO also accesses the Wireless Expense Management (WEM) portal and creates an account if one is not already created. The TCO enters the user requirements that were previously gathered into WEM: <https://www.dodwem.com>
- e) ATD routinely checks WEM for input and obtains quotes for devices and services to send back to the TCO. (This process is estimated to take ATD about a week.) ATD's POC for mobility is Ms. Kerry Massey, [kerry.b.massey.civ@mail.mil](mailto:kerry.b.massey.civ@mail.mil).
- f) The TCO obtains the quotes and communicates this information internally so that the organization may coordinate for contracting officer action.
- g) The contracting office contracts for the needed device(s) and service(s).
- h) After receiving the device(s), the TCO "on-boards" the device(s) using guidance and direction from DISA as referenced in "c)" above. This requires that the TCO create a Telecommunications Request (TR) for each device using the Wi-Fi MAC Address as the unique identifier for each order. Submitting a TR requires the TCO to have an Authorized Request Official (ARO) role for DISA Direct Order Entry (DDOE). If an organization does not already have an ARO, it can be obtained through



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When the device is provisioned on the MDM/MAS, the end user's profile and policies, to include DoD Enterprise Email (DEE), are pushed to the device and the device information is populated in the MDM/MAS. ATD estimates that it takes their office about a week for the on-boarding request to receive Army approval. DISA will then require time, approximately a week, to provision the device.

- i) Each end user must sign an End User License Agreement (EULA) before receiving a provisioned device. The EULA is on DISA's website. DISA does not need the EULAs. The organization will collect and store them.

The aforementioned steps are not necessarily in any order. The procedures above may change, and the Army CIO-G6 has advised that formal procedures for the process are currently in development. Recommend organizations needing mobility reach out to ATD and DISA at the email address indicated above for detailed guidance.

In addition, please address any questions to Kate Padget, DSN 421-2052, Co: (210) 295-2052; email: [katherine.t.padget.civ@mail.mil](mailto:katherine.t.padget.civ@mail.mil).

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